

TB-0372

**SHARED APPLICATION HOSTING
—OPEN SOURCE PRODUCTION AND AT SERVERS**

Issue Date: December 29, 2005
Effective Date: January 31, 2006
Section/Group: ITS Hosting
Submitted by: Jack Pferdner
Approved by: Norm Johnson

It has come to our attention that development and testing are being performed on the Shared Hosting—Open Source production server. This situation has the potential to cause problems for everyone sharing this server.

As a result, ITS has created a separate Acceptance Testing (AT) server—configured the same as the Apache/Tomcat production serve—for use by all customers with production development and AT accounts. ITS requires that all new software, and any software update, first be tested on the AT server.

This move will provide greater protection for all users sharing the production environment and will limit the risk of a software change causing the production server to fail. Testing on the new server will be required by internal developers as well as third-party vendors writing applications for agencies. There will be no additional charge for this service.

In the future, any request for a new production account will be accompanied by an AT account. Both IP addresses will be communicated to the requester. For existing accounts without a corresponding AT account, we request that a new on line order be entered with “AT” selected as the environment. Although the order form will require a DASID, there will be no charge to the customer. Once the account has been created, you will receive a new IP address for the AT instance and your developer can deploy the software to AT.

ITS System Administrators are willing to help with the deployment if needed. If you require assistance, please call ITS Customer Service at (801) 538-3440.



Please make your AT server request before January 15, 2006. For your protection, production accounts without a corresponding AT instance after January 31, 2006 will be suspended until the account has been created.

If you have questions please contact Jack Pferdner at (801) 538-3672.

